

Communication 2

Demonstrate the ability to professional present themselves

Demonstrate professional booking and reception skills

Demonstrate effective therapist-client communication

Demonstrate effective team-orientated communication

Demonstrate the key elements of premium customer service as it relates to massage therapy

Reflective Reports

For this assessment task you are required to email eight reflective paragraphs on how applying the communication techniques taught in class have affected your practice to your lecturer.

In each of the weeks preceding the due date you are expected to make an effort to apply the communication techniques taught in class in this particular area. At some stage before the due date you must write up a short reflective paragraph describing your experience of working with clients in the area of focus identified in the table below.

The only exception to this is report number 7 in which you will reflect on team-oriented communication within the clinic and the class in general.

Report no.	Area of focus	Due date 2009
1	Professional presentation	Wed 29 July
2	Phone booking and reception skills	Wed 5 August
3	Client welcome and greeting	Wed 12 August
4	Effective therapist - client communication: Interview	Wed 19 August
5	Effective therapist - client communication: Massage	Wed 26 August
6	Post massage & rebooking	Wed 2 September
7	Effective team oriented communication	Wed 9 September
8	Premium customer service	Wed 16 September

Writing your paragraph

The reports should be based on your own experience. There is no need to use APA referencing in these paragraphs unless you are making use of material which lies outside of what you have been taught in class.

When writing your paragraph consider

- How has application of these techniques affected my client's experience?
- What worked well, and what could I have done better?

The email should be written using formal language.

Assessment requirements

To complete this assessment task you must

- Email all reflective paragraphs to your tutor by 9am on the morning of the due date
- Reflect on the relevant area of focus in each reflective report
- Consider what you did that worked well, and what you could do better in the future.

Resources

Class notes & readings
Bill Robertson Library
Textbooks
Internet

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Clinical Assessment Task

For this assessment task your communication skill will be observed in the student massage clinic over the period August - November. During this time you will be assessed on your ability to consistently provide a high level of customer service both with clients of the student massage clinic.

Your communication skills will be assessed in the following areas

- Presentation (personal and environmental)
- Reception skills
- Therapist-client communication : Interview
- Therapist-client communication : Massage
- Team communication
- Customer service (overall integration)

Your communication will be assessed during your shifts in the student massage clinic, while communicating with clients (with both phone and email) in the booking process. Your ability to communicate effectively with the other members of your clinical team including clinical staff and other students will also be assessed.

It is strongly recommended that you refer to the Communication 2 assessment schedule prior to and during the period of your assessment.

Resources

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